

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

OFFICE COORDINATOR

POSITION CODE: 30025
Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under direction, performs paraprofessional or technical secretarial and office support functions; paraprofessional or technical work is coordinative in nature and involves the application of advanced technical knowledge of a major software application program and/or a combination of high level clerical and low level professional work.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Provides secretarial and complex, specialized office support functions to a unit supervisor and professional staff; gathers information for report preparation and responds to inquiries, exercising judgment in conducting involved searches which may require accessing and selecting multiple informational sources or contact with clients, vendors or other outside sources to obtain missing or to correct information; provides information or assistance to clients and the general public; applies general knowledge of agency operations, rules and regulations in explaining or clarifying rules, processes, procedures or services available; responds to inquiries through written or direct oral communication; establishes and maintains filing systems assuring documents are readily available for reference; maintains bookkeeping and financial ledgers, prepares vouchers, orders supplies and prepares related records and reports; coordinates personnel related functions for a program area such as monitoring performance evaluation review dates and employee available benefit time.
2. As a secretary to a manager of a section, small division or equivalent office (e.g., area, region, district, zone), keyboards a variety of correspondence, reports or other information from handwritten hard copy, prerecorded or voice dictation; composes and keyboards routine correspondence and responds to inquiries requiring general knowledge of program operations; signs letters or other documents as authorized or in the absence of the manager; may certify documents signed by others with public notary seal; organizes and maintains filing systems; reads, sorts and delivers incoming mail; schedules appointments; makes travel and meeting arrangements; prepares expense claims.

OFFICE COORDINATOR (Continued)

3. Carries out such advanced word processing functions as uploads and downloads files, file merges, developing form letters, templates, glossaries and archives; transcribes previously recorded dictation from a variety of sources; enters system commands, monitors system replies and enters responses to upload or download information, merge files and backup the system (or archive specific documents); establishes glossaries for form letters, templates and other reusable forms containing some variable information, entering system commands, keying in the document including variable information locations, and establishing the code for document recall purposes.
4. Develops complex database, spreadsheet or word processing record and report applications requiring an extensive understanding of the application program or procedural command language; reviews data job flow in order to design spreadsheets, database or word processing system applications to generate documents and reports; develops complex macros and writes standard query language commands for spreadsheet or database manipulation; tests applications for accuracy and reliability; performs backup procedures to ensure data is maintained in database; confers with and receives advice from technical/professional data processing staff in developing highly complex automated procedures and program applications.
5. As a facility's training coordinator, prepares and maintains schedules, tracking systems, records and reports to ensure compliance with statutes, rules, regulations and policies, confers with managers to coordinate training participation and scheduling, tests and interviews applicants for trainee positions and gives orientation sessions to new employees; or coordinates records and reports for the agency's budgetary planning and control program by gathering and maintaining staffing and appropriation and expenditure data, developing complex, integrated spreadsheet applications to prepare comprehensive reports, data tables, charts and graphs or to calculate actual, estimated and per capita costs.
6. Serves as a designated lead worker to a small or moderate staff engaged in complex clerical work or as a designated lead worker of a large group of support staff engaged in difficult clerical work; exercises limited supervisory responsibility; provides guidance and direction to staff in fulfilling clerical office support functions; assigns and reviews work ensuring established methods and procedures are maintained; provides input to the supervisor concerning performance of assigned staff.

OFFICE COORDINATOR (Continued)

7. Follows oral and written instructions gaining experience and knowledge in and applying evolving automated office equipment and technology to complex tasks.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to two years of secretarial/business college, or completion of high school and two years of related office experience, or two years of independent business experience.

Knowledge, Skills and Abilities

Requires extensive knowledge of office practices, procedures and programs.

Requires extensive knowledge of composition, grammar, spelling and punctuation.

Requires extensive knowledge of basic mathematics.

Requires working knowledge of the logic of computer programs.

Requires ability to follow oral or written instructions.

Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance.

May require licensure as a notary public.

May require skill in keyboarding accurately.

May require skill in taking dictation accurately.

May require possession of an appropriate valid driver's license.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.